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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

**Baggenstoss et al.**

Serial No.: **10/733,457**

Filed: **December 11, 2003**

For: **Managing the Rate of Delivering Performance  
Interventions in A Contact Center**

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)  
) Examiner: **Bui, Bing Q.**  
)  
) Art Unit: **2642**  
)  
) Confirmation No. **8796**  
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**INFORMATION DISCLOSURE STATEMENT**

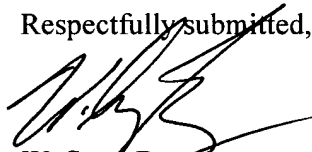
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Sir:

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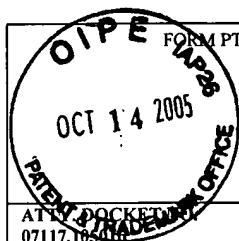
Respectfully submitted,

  
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**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*

ATTN: DOCKETING 07117.165016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
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	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

**FOREIGN PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
	AK					YES	NO
	AL						
	AM						

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		
	AO		
	AP		
	AQ		

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	